

City of Gresham's Complaint Procedure under the Americans with Disabilities Act (ADA)

1. This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **City of Gresham**.
2. The complaint must be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
3. If you need an alternative means of filing the complaint, such as personal interviews or a tape recording of the complaint, contact the City's Title II ADA Coordinator, to request assistance or another person may write and acknowledge the complaint on the complainants behalf.
4. The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to the City of Gresham's **ADA Coordinator**, whose contact information is below.
5. The City's process is not exclusive. A person filing a complaint with the City may also file a complaint with other state or federal agencies or the courts. Other agencies may have time limits for filing complaints. Generally, federal agencies require Title II complaints to be filed within 180 days of the date of the discrimination.
6. The Title II Complaint process is an administrative process that does not provide compensatory or punitive damages.
7. To be accepted, a complaint must:
 - Involve discrimination on the basis of disability
 - Allege that the discrimination was committed by the City of

Gresham, a City employee, or a subrecipient or contractor hired by the City of Gresham

- Include all of the required information and signed or acknowledged by the complainant
- Be filed within 60 days of the date of the alleged discrimination or from when the person knew or should have known about the alleged discrimination.

8. Submit complaints to:

City of Gresham
Julie Larsen, Title II ADA Coordinator
City of Gresham
1333 N.W. Eastman Parkway
Gresham, Oregon 97030
Julie.Larsen@greshamoregon.gov
(503) 503-618-2322

9. Within 15 calendar days after receipt of the complaint, the Title II ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Title II ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, or audio-tape. The response will explain the position of the **City of Gresham** and offer options for substantive resolution of the complaint.
10. If the person is not satisfied with the Title II ADA Coordinator's decision, the person may appeal the decision to the City Manager within fifteen (15) calendar days of the date of the decision.
11. All written complaints received by the City of Gresham's Title II ADA Coordinator or his or her designee, appeals to the City Manager or his or her designee and responses from these two offices will be retained by the **City of Gresham** for at least three years.
12. In the event the complainant is not satisfied with the resolution of the Complaint, he or she can submit the complaint to one of the federal agencies

providing funding to the City of Gresham. The Title II ADA Coordinator will notify the complainant about which federal agency to contact.

Department of Housing and Urban Development
Assistant Secretary for Fair Housing and Equal Opportunity,
Department of Housing and Urban Development, 451 7th Street,
S.W., Room 5100, Washington, D.C. 20410.

U.S. Department of Justice
Coordination and Review Section
P.O. Box 66118, Civil Rights Division
Washington, D.C. 20035-6118

Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, D.C. 20210

Department of Transportation
Office for Civil Rights
Office of the Secretary
Department of Transportation
400 Seventh Street, S.W., Room 10215
Washington, D.C. 20590